

Dear Patient:

We are open and COVID-READY!

Our community has been through a lot over the last few months. We are happy to announce that we are now open and accepting appointments for our patients. At this time we are prioritizing non-emergent treatment based on level of severity.

COVID-19 has been a very difficult time for all of us. We deeply appreciate your understanding during our shutdown. While many things have changed, one thing has remained the same: our commitment to your safety, our employee's safety, and our community's safety.

Our infection control protocols ensure both safety and comfort for everyone. The information about the outbreak of COVID-19 is evolving daily, and we want to reassure you we are monitoring the most up-to-date guidance from multiple trusted sources, including the Centers for Disease Control (CDC), the American Dental Association, the Pennsylvania Board of Dentistry, and more.

During the stay at home order, we have been diligently preparing to treat patients safely by attending numerous training seminars and implementing new engineering controls within our office. Our office has installed medical grade HEPA filters in the lobby and treatment rooms for your safety. We have also installed extra-oral aerosol evacuators, as well as utilizing High Volume Evacuators (HVEs) for all aerosol producing procedures. In addition- our disinfection protocol is above and beyond to help protect our patients as well as ourselves. As another added safety measure, we are spreading out our appointments and scheduling extra time for each procedure. Our team asks for your patience as we work towards reopening our office; this is the first time we have experienced a disruption of care to this extent.

What to expect at your next dental visit:

You will notice a lot of changes at your next dental visit. We will be asking a lot of questions to screen for COVID-19. And then we'll ask those same questions again. Please be patient with us. All of our procedures are in place for your safety and the safety of our amazing staff. We ask that our patients come alone to their appointment, or with one parent/guardian. All patients arriving to the office must be wearing their own masks. A mask will be required at all times, only to be removed while actively receiving treatment. When you arrive, please call so that a team member can receive you at our entrance.. For everyone's safety, we are making every effort to minimize the number of people allowed in our office at any given time. A staff member will greet you at the door, check your temperature, and ask the first round of screening questions. In the event that our screening identifies any signs or symptoms of illness, you will be asked to promptly leave. You can call to reschedule your appointment for a later date. We will also require our patients use our hand sanitizer when entering and exiting our office.

We will ask that you continue to practice social distancing measures in common areas of the office, including the front desk. and waiting area. With the added PPE the temperature in our office may be cooler. Please bring a sweater or sweatshirt to provide comfort during your appointment.

During Treatment:

As a practice, we have always followed and will continue to follow guidelines set forth by the CDC, OSHA, and ADA in regards to personal protective equipment (PPE) to prevent the spread of

infectious diseases. As always, all treatment rooms will be COMPLETELY sterilized before each patient is seated. During patient care, safety glasses and/or face shields will be worn by everyone and changed between patients. All common surfaces that came in contact with the patient will be wiped with disinfectant including the patient chair and anywhere the patient placed their personal items and/or coat hanger.

Our intended efforts is to do our very best to maintain an environment that is safe for all in order to continue providing optimal dental care for all our patients-

We look forward to seeing you soon!

Dr. Nadia Afzal and the Valley Dental Team